



## NWeGG "Grapevine" 20<sup>th</sup> February 2007

The monthly round up of NWeGG activities and plans.

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### 2 Pick of Recent Events

#### 14<sup>th</sup> December: IT and Information Security Assurance Forum

Click [here](#) for the presentations by Peter Fagan from CSIA (Central Sponsor for Information Assurance titled 'IT Security Policies Vision and Strategy'.

#### 16<sup>th</sup> Jan: Local Efficiency and Transformation Group (LETsGO) Meeting

Click [here](#) for presentations from Jo Gibson of Vanguard Consulting, giving a 'how to' overview on systems thinking for service organisations and a presentation from Ian Singleton/Phil Swan of NWeGG discussing 'Chorley Process Architecture'.

#### 1st Feb: The Project and Programme Managers Group – Benefits Realisation (10am-1pm, Wigan Investment Centre)

The focus of this session was benefits realisation from project and programmes and how to get large IT projects right. Slides can be found [here](#).

#### 7<sup>th</sup> Feb: Customer Service Managers – Training and Excellence in CSM (10am – 1pm, Preston County Hall)

The focus of this session was training in customer services and achieving excellence. Slides can be found [here](#).

### 3 Coming Events – please register at [www.nwegg.org.uk](http://www.nwegg.org.uk)

#### 22<sup>nd</sup> Feb: IT and Information Security Forum (10am – 1pm, Crown Plaza Chester)

Following the successful meeting in December, the group is developing its knowledge and thinking regarding its core focus.

#### 22<sup>nd</sup> Feb: National Process Improvement Programme, Ashton Town Hall, Ashton Under Lyne, 09:30 to 12:30 followed by lunch

NPIP is holding a series of free, half-day workshops to allow Local Authorities to find out more about the project and discuss their thoughts and ideas, and the progress they have made on Business Process Improvement. Maximum of 25 delegates, and 2 from any single local Authority, register online at: <http://govevents.mid.co.uk/npip.html>

#### 8<sup>th</sup> March: The Spring NWeGG Full Members meeting (10am to 3.30pm)

A packed day as ever that will include presentations by leading thinkers on delivering IT enabled change, the future of NWeGG and great opportunities for networking and discussion. Register [here](#).

#### 29<sup>th</sup> March: Project and Programme Management Special Interest Group meeting. Agenda to be announced shortly!

17<sup>th</sup> April: Benefits Realisation 1 day Masterclass with industry guru Gerald Bradley. If you would like to find out more please contact [Catherine.Oneill@tameside.gov.uk](mailto:Catherine.Oneill@tameside.gov.uk).

18<sup>th</sup> April: **\*\*NEW\*\* North West Shared Service Interest Group:** Including national and North West programme reviews and updates and an introduction to the North West Shared Service support programme. If you would like to find out more please contact [Catherine.Oneill@tameside.gov.uk](mailto:Catherine.Oneill@tameside.gov.uk).

#### NWeGG Annual Conference 2007

This year's conference will be on the 12<sup>th</sup> December at the MICC in central Manchester and aim to be build on last years experience! Details to be published soon!

### 4 Project Updates

Manchester City Council is now leading on the **North West Project and Programme Management Strategic Support Centre**. The first phase of work is underway and will study PPM maturity in NW councils and develop a business case detailing the activities and benefits of future activities. More information will be available on the new NWeGG website shortly.

Halton MBC is leading on the new **Business Continuity in Customer Services project**. In the first phase of this project councils will be asked to share their contingency plans, their potential to share capacity in times of crisis and their priority 1 services.

Both projects are working with the Special Interest Groups and Expert Guidance Groups are being founded to support the project boards. For more information contact [phil.swan@nwegg.org.uk](mailto:phil.swan@nwegg.org.uk).

Plans for the **Warning Advice and Reporting Point** for 2007-8 are being drawn up.

### 5 News 'Bites'

#### The Local Government White Paper IP

On the 22<sup>nd</sup> January the DCLG released the first LG White Paper Implementation Plan [here](#), a document that will be updated every six months and which gives further information on how the

Government will play its part in implementing the key proposals in Volume One of Strong and prosperous communities - the Local Government White Paper. It is intended to be a practical tool for local government and other key partners to plan for the future.

### **DCLG Partnership Working Toolkit**

The DCLG's Strategic Partnering Taskforce has released a comprehensive set of 'building block' materials aimed at helping councils develop their Shared Services. If you weren't able to attend the joint DCLG / NWCE event on this on the 18<sup>th</sup> January, then the products can be found [here](#). They cover a wide topic set from legal, governance, project management and operational perspectives.

These complement the 4Ps materials on guidance on collaborative service delivery model options that can be found [here](#).

### **NW Shared Services Programme Board**

This new NWeGG and NWCE backed Board met for the first time on the 17<sup>th</sup> January under the Chair of Stephen Barnes, CX of Pendle, with representation from all 5 North West sub-regions. The aim of the board is to develop a strategy and action plan to support beneficial Shared Services working across the North West, taking a more holistic to applying the limited resources that are available. The NWCE is soon to put out guidelines for funding bids for the 07-08 year, however please note that the amount of funding available in 07-08 is less than in this year. Contact [olly.baker@tameside.gov.uk](mailto:olly.baker@tameside.gov.uk) for more information.

### **Transformational Government**

On the 10<sup>th</sup> January the Government launched its [progress report on 'Transformational Government: enabled by technology'](#) with the news that at least 551 government websites are to be cut to make access to information easier for citizens and businesses. The report gives a very useful update on the work occurring across government to join up delivery, make efficiencies and improve the quality of service under the three core themes: Citizen Centric Services, Shared Services and IT Professionalism. There are many useful links to initiatives and updates on areas of work like the Shared Services Sector Plans, which are now due out in March 2007.

### **Shared Services 'Dating Agency' and Audit of Collaborations**

The NW Shared Service programme will be asking councils to update the 2005 NW audit of collaborations in the next two weeks. Meanwhile, plans are underway for the creation of a 'dating agency' to encourage more collaboration between local authorities on shared services across the country.

### **Job Opportunities with Cheshire County Council**

Cheshire County Council is currently recruiting for a number of positions within the Information Services Department for people with a business or technical

background...Interested? Click on the link below for further information.

<http://www.cheshire.gov.uk/jiobs>

### **Spotlight: DigiTV**

The digital interactive TV portal for local government, Looking Local, is accessible on cable, Sky, interactive Freeview boxes as well as some mobile platforms and kiosks. For local government it is one technology, which is integratable, meets shared service and joined up government agendas, widens access and helps bridge the digital divide. For the citizen it is the DiTV destination, with a range of local and national services, available for free, 24/7. For more info: [www.digitv.gov.uk](http://www.digitv.gov.uk)

#### **Current features:**

- Job Centre Plus is a new national service available on digital interactive TV via Looking Local, which is proving really popular. This national search allows job seekers to find a job within a range of categories, by distance and is integrated into the local sites. The service runs from the same database as the Job Centre Plus website, and is externally managed, maintained and available to Looking Local partners for free.

- Usage of Looking Local now exceeds 300,000 hits per month and has seen a steady upward trend over the past six months.

- New sites that have recently gone live include: Wychavon, Cheshire, Cambridgeshire and Warwickshire.

- DigiTV is engaged with the switchover programme and other government departments investigating digital interactive TV for their services all of which is growing apace with the switchover beginning later this year.

## **6 Feedback**

If you have thoughts, views or suggestions for the NWeGG Programme please contact [phil.swan@nwegg.org.uk](mailto:phil.swan@nwegg.org.uk)

Thank you!